Mendocino County Homeless Services Continuum of Care
## Homeless Management Information System

FORGOT PASSWORD

USERS ARE ABLE TO RESET THE PASSWORD IN THE EVENT IT HAS BEEN FORGOTTEN. THIS IS A "SELF-SERVICE" TOOL AND DOES NOT REQUIRE THE ASSISTANCE OF THE AGENCY ADMINISTRATOR OR SYSTEM ADMINISTRATOR.

*Please Note – For a user to take advantage of this process, an active and accessible email address will need to be saved in the User Base tab of the staff member's profile. This will need to be completed by either the end user or a System Administrator prior to the reset.

To add an email address to a User Profile please do the following:

A. The user can click on the sprocket next to the user's name on the upper right hand corner of the screen.
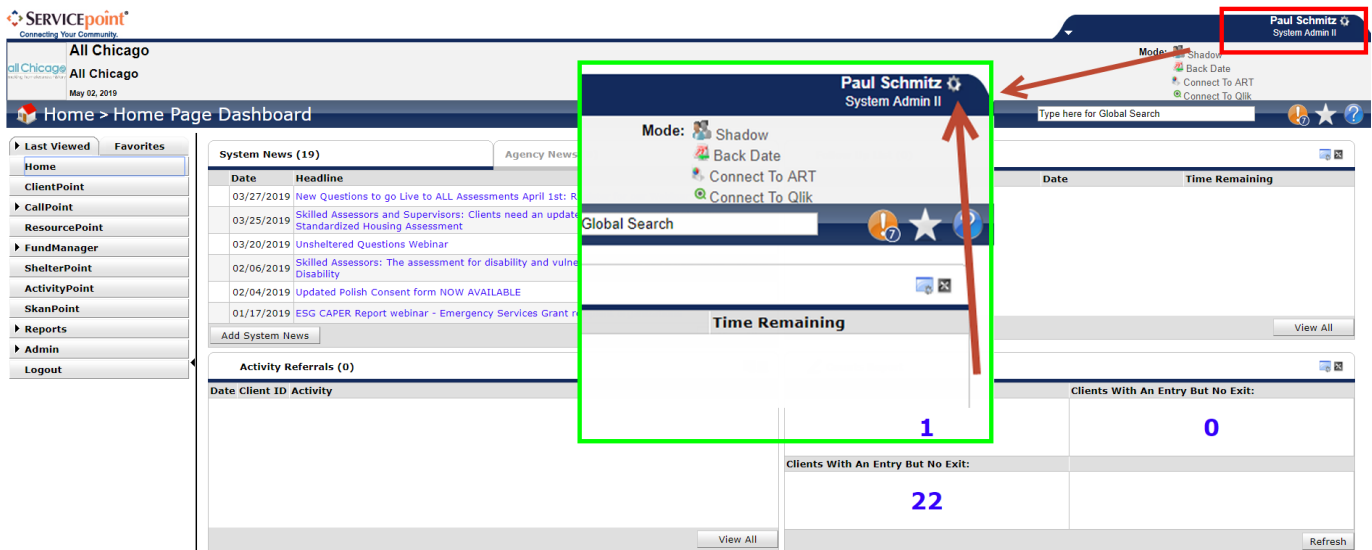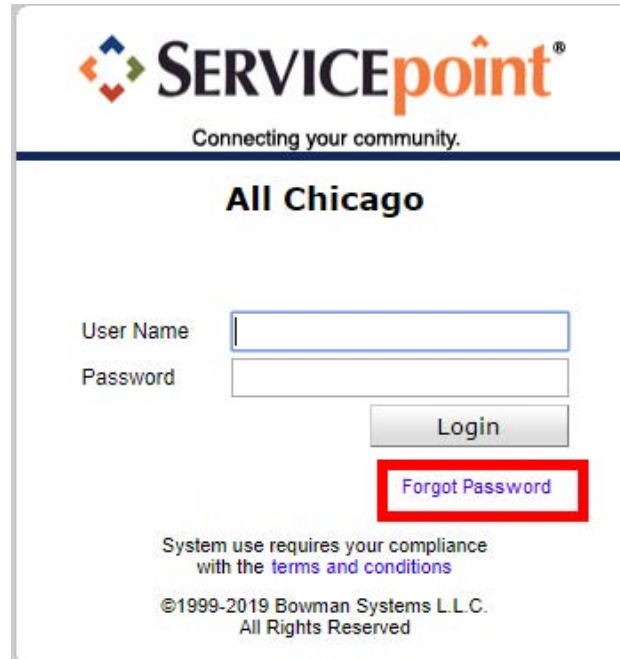

B. Enter a valid email address for the user and click **Save & Exit**.
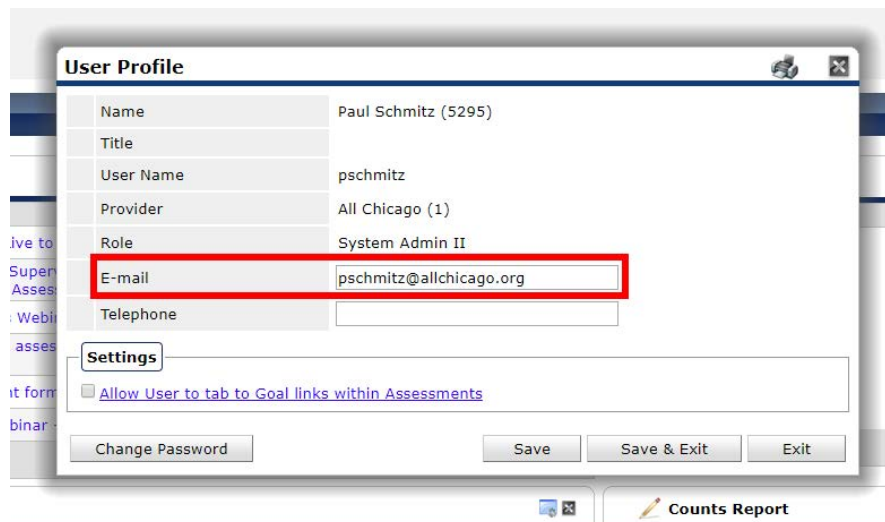
Resetting the Password

Users can reset their password if it has been forgotten. If a User requires a password reset, follow the steps on the screen and in this guide to gain access to the database.

1. Click the **Forgot Password** Link.

2. The screen will refresh, and "verification" screen will appear. Type in the **User Name** that is used to log into ServicePoint and click **Send** to send a link to the associated email address. In our CoC **User Names** are almost always what comes before the @ of your emails address. For example, if your email is klovskib@mendocinocounty.org, your **User Name** should be klovskib.

3. Once complete, a confirmation message will appear at the bottom of the screen. Please note that the email link will expire after 15 minutes if not used and a new link will need to be requested. If no email is received, contact the Help Desk at hometeam@mendocinocounty.org to have your password reset. If a user clicks on an expired password reset link in their email it will take them to the ServicePoint login screen versus the password reset screen.
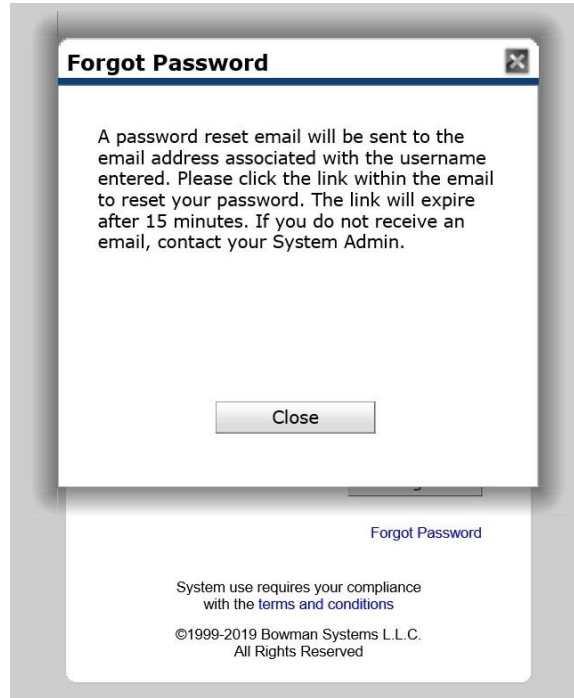
4. Next, check the associated email inbox for a message from **DoNotReply@bowmansystems.com**. The email should have the verbiage, "**ServicePoint Email Password Reset**" with the date and time in the subject line.

    Depending upon your email client, it will either show text or a hyperlink. Click or copy and paste the link provided into a browser to reset your password.
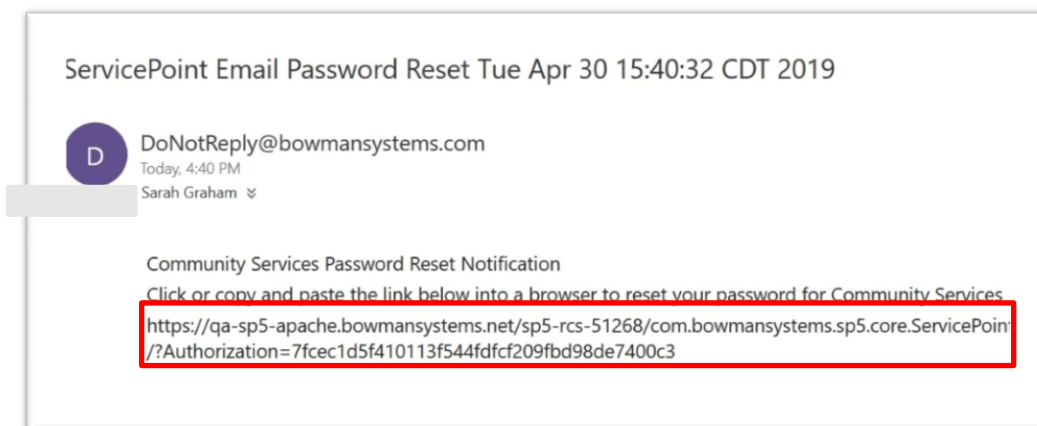

Note – this email could be in a SPAM/JUNK folder depending on the user's email rules. Check these folders if the email is not in the default INBOX and there is a valid email address in the user's profile.

5. The browser window will open and depending on the speed of your browser you may see a "**Validating Token**" message.

6. The user will see a **Reset Password Screen**. Type in the new password in the first line and then type the same password a **SECOND** time to make sure the characters match. As the characters are typed, they will be represented with "black dots". Click **Save** to change to the new password. This will return the user to ServicePoint and they will use the new password the next time they log into ServicePoint.

    *Note - Keep in mind the minimum requirements **of at least one uppercase letter, one lowercase letter, one number and one symbol**. Please note these are new password requirements and may be different than those used prior to this password reset.
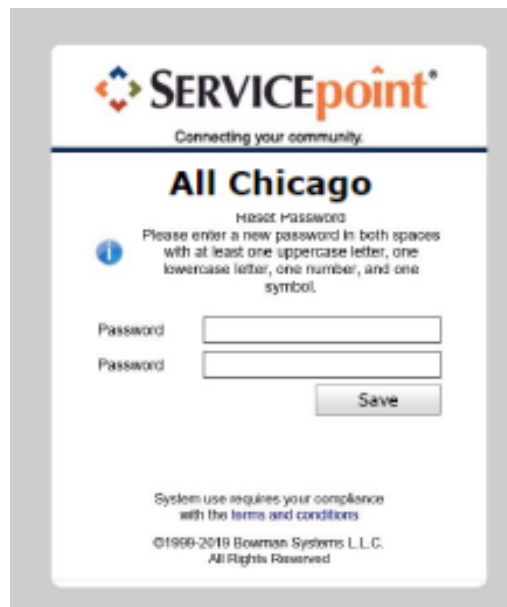
7. The user will receive the following error when selecting a new password if the minimum password requirement is not met.